

Job Description: Food & Beverage Manager

Summary:

Reporting to the General Manager, the Food & Beverage Manager oversees all related areas of the hotel.

Job Requirements:

- Minimum of 2 years management experience required in fine dining or upscale restaurant.
- Professional, articulate, friendly, and punctual.
- Possesses and exhibits the drive to provide exceptional service.
- Full time flexible hours are required (able to work days, nights, weekends, holidays).
- Must be able to stand/walk for 8 hours; bend, push, pull; lift 30 lbs.
- Proficient in computer skills including Micros, POS systems, Word and Excel.
- Professional appearance appropriate for a fine dining establishment.
- SmartServe Certification

Skills:

- Able to work at a rapid pace while maintaining attention to detail; ability to multi-task
- Must have good supervisory skills.
- Must have good communication and ability to promote sales.
- Must be skilled in time management.
- Must have teaching and motivational skills.

Attitude:

- Must exhibit an excellent service attitude and be willing to go out of their way to accommodate the guests and exceed their expectations.
- Must be flexible and able to adjust to meet the changing needs of guests.
- Must maintain a level of professionalism and communicate effectively.
- Must show enthusiasm for the job, the restaurant and the hotel.
- Must be considerate, patient and willing to help out fellow employees.
- Must have a good self-image and be able to command the respect of the employees.
- Must be able to tolerate pressure and work calmly and efficiently during busy times.
- Must handle guest complaints according to policies and procedures.
- Possess the highest work ethics, personal morals and honesty beyond reproach.

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Duties:

Responsibilities and duties for this position shall include, but not limited to the following areas and activities. At management discretion, direction may be given for tasks outside the scope of work described.

Customer s

- To ensure that guests feel welcomed and comfortable in all F&B outlets including the Restaurant, Lounge, in-room dining service and in all places where F&B Services are provided to guests.
- To anticipate and attend to guests needs in all F&B outlets and ensure maximum guest satisfaction at all times.
- To deal promptly with customer complaints and launch service recovery procedures whenever necessary.
- Improve the Food & Beverage customer satisfaction rating.

Finance

- To promote incremental sales revenue in the F&B department.
- To prepare yearly F&B operating and CAPEX budgets.
- To monitor F&B budgets and costs as per company policy.
- To control inventories of Food and Beverage commodities, small equipment and other consumables.
- To ensure adequate yield and profitability of F&B operations.

Innovation, learning and growth

- To continuously introduce new concepts and ideas to develop the F&B services.
- To invest time and effort in their own development in order to be proactive and update in the latest developments in the field of F&B services and standards.
- To develop and implement an effective benchmarking system for the continuous improvement of the F&B operations.
- To initiate, supervise and monitor the implementation of appropriate training to enhance the level of knowledge, skills and attitude of F&B personnel.
- To ensure that the F&B staff are well motivated and that all staff problems are promptly dealt with.
- To set annual and periodic objectives for all F&B outlets and operate an effective and timely Performance Management System
- To ensure that F&B personnel are recognised and adequately rewarded for their performances.

Processes

- To direct and supervise all F&B operations at close range by being physically involved in all aspects of the operations.
- To perform F&B Administrative tasks to the required proficiency level.
- To regularly review F&B service processes and standards with a view to constantly improve upon them.
- To work closely with the Executive Chef in the design of menus, buffets and other F&B service offers.
- To plan for the necessary manning level in all outlets in order to provide the highest service level within the agreed manning guide.
- To plan for the necessary equipment in order to ensure a hassle free operation.
- To collaborate with the Assistant General Manager to set-up and operate a preventive maintenance program for all F&B outlets and equipment.
- To conduct daily and monthly communication meetings to ensure an effective flow of information occurs within the department.
- To regularly report to the General Manager on the state of the department.
- Performs any additional or special duties, as directed by the management.